

965603/10/04

Revised

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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**TITLE: TELECOMMUNICATIONS SYSTEM SUPERVISOR**

**DEFINITION**

Under general direction, to plan, supervise, coordinate and manage the installation and maintenance of telecommunications equipment, systems and services; to define and identify equipment, systems and services to meet the City's governmental telecommunication needs; to develop and implement goals, policies and work priorities; to develop and administer division budget; and to do related work as required.

**DISTINGUISHING CHARACTERISTICS**

This single incumbent classification is responsible for overseeing the telecommunications planning, system maintenance, equipment installation and maintenance. The incumbent requires specialized knowledge of voice and data communications technology, a wide variety of telecommunications services and general knowledge of City government telecommunications needs and their systems.

**REPORTS TO:** General Services Director

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the General Services Director; exercises direct supervision over technical and administrative support staff.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Manages and directs subordinate telecommunication staff providing direct and advisory services to City departments.
- Management of City-wide telephones and telephone network, cellular telephone program, pagers, two-way mobile radio systems, public address systems and council chamber media systems.
- Prioritizes and assigns projects and evaluates employee work performance.
- Develop and manage the Telecommunications Division budget.
- Monitors and observes system equipment operations; investigates recurrent problems and determines need for corrective action.
- Consults with departments regarding voice processing, telephone and data communications requirements; designs telephone networks and voice processing applications to fulfill needs; prepares technical/complex equipment specifications; manages equipment installation.
- Defines, evaluates, troubleshoots and responds to more difficult customer problems; facilitates and resolves problems with staff, vendors and customers.
- Procures telecommunications equipment and services; prepares and evaluates bid specifications; negotiates service and maintenance contracts; manages and monitors service and equipment contracts; manages consultant services and vendor resources.
- Manages City-owned or leased equipment, line and service installation and expansion.

- Develops and implements communications services policies, procedures and performance standards.
- Implements and maintains new services to meet changing technical and customer requirements.
- Responds to emergencies and disasters to provide telecommunications support.
- Prepares price quotations, narrative and technical reports, correspondence and graphical materials regarding telecommunications.

## **QUALIFICATIONS**

### **Knowledge of:**

- Telecommunication systems, equipment and technology used by the City.
- Data transmissions mediums.
- Voice processing applications.
- Telecommunications standards, practices and regulations.
- Telecommunication terminology.
- Common personal computer software applications.
- Multi-line telephone functions.
- Accounting principles and methods.
- Personnel supervision.
- Budget and contract development and administration.

### **Ability to:**

- Maintain and establish working relationships.
- Communicate clearly and concisely, both orally and in writing.
- Select, supervise, train and evaluate subordinates.
- Develop, evaluate and interpret narrative and technical reports, correspondence, contracts, work orders, and training materials related to telecommunication functions.
- Develop and interpret descriptive statistical reports.

### **Education and Experience:**

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree in Telecommunications, Electrical Engineering, Information Systems or a closely related field. Up to two years of additional qualifying experience may substitute for two years of the required education.

Experience: Three year's experience with telecommunications, including acting in a supervisory capacity.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Telecommunications System Supervisor

**TO:**